



**Department of Social Services
Job Opportunity
IT Analyst 3**

[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)

The Department of Social Services is accepting applications for the job classification of IT Analyst 3

Open To: [The Public and State employees who reside on the active exam for IT Analyst 3](#)

Locations: Central Office-55 Farmington Ave., Hartford, CT 06105

Job Posting No.: 00115404

Hours: 8:30 a.m. – 5:00 p.m., Monday through Friday, 40 hours per week

Bargaining Unit: Engineering Scientific and Technical (P-4)

Salary Range: FD 30 \$89,944 to \$115,551 Annually

Closing Date: November 17, 2016

Knowledge, Skills and Abilities:

Considerable knowledge of principles and techniques of systems analysis, design, development, and computer programming; considerable knowledge of principles of information systems; considerable knowledge of principles and theories of business and planning functions; considerable knowledge of programming languages; considerable knowledge of project management principles and techniques; considerable knowledge of principles, problems and techniques of data processing and data communication operations; considerable knowledge of data processing and data communications equipment and diagnostic tools; considerable knowledge of methods and procedures used to conduct detailed analysis and design of computer systems; considerable knowledge of principles of complex computer operating systems; knowledge of principles and techniques of business information systems re-engineering; knowledge of network protocols and architecture; knowledge of practices and issues of systems security and disaster recovery; knowledge of applications systems development principles and techniques; knowledge of principles and practices of data base management; considerable interpersonal skills; considerable oral and written communication skills; considerable problem solving skills; considerable technical problem solving skills; considerable analytical skills; considerable ability to prepare correspondence, manuals, reports and documentation; considerable ability to analyze and resolve operational and communications problems; considerable ability to analyze and debug complex software programs; considerable ability to identify, analyze and resolve complex business and technical problems; some supervisory ability.

Examples of Duties

Diagnoses host system problems and develops and coordinates resolutions; manages planning, analysis, design, selection, installation and implementation of new technologies; evaluates new technologies; tests and evaluates new hardware and/or software; makes recommendations for hardware and/or software purchases; determines interface and utility requirements and creates design specifications; acts as liaison to hardware and/or software vendors, system developers, programmers and management; develops and implements network and system security guidelines; makes recommendations for migration and upgrade directions; trains operators, systems developers and users on new procedures; conducts system performance analysis, tuning or storage management; conducts technical training programs for IT staff; acts as project coordinator overseeing other technical staff and support personnel; plans, coordinates and directs multiple projects of assigned staff; reviews work of assigned personnel; calculates project time and cost estimates; prepares necessary procedural specifications to meet design requirements; arranges necessary hardware and software availability; oversees hardware and software vendors; manages project budgets and schedules; reviews work of assigned Information Technology Analysts and serves as consultant and/or troubleshooter; reviews documentation work of assigned staff; communicates with business owners and management; facilitates meetings; assists in development of information technology policies, procedures and standards; participates in Request for Proposal (RFP) process; implements disaster recovery plans, assists in determining critical applications and personnel, or ensures offsite backups; defines data flow; performs related duties as required.

PREFERRED CANDIDATES

Will possess a broad range of IT experience including design, development, testing and infrastructure; strong written and verbal communication skills and the ability to handle multiple projects; strong interpersonal skills working with the IT Director ,DSS business partners, System Integrators, and other state Agencies; duties will include oversight and participation on requirements, incident investigations, PMO and project planning, status updates, vendor management and internal IT SDLC; ability to develop, review and monitor operational procedures; ability to review and validate business and technical design documents; ability to monitor test planning and performance.

APPLICATION PROCEDURE: Candidates who meet the above requirements should forward a completed State of Connecticut Application for Examination or Employment ([CT-HR-12](#)). The CT-HR-12 Application Form may be downloaded from the State of Connecticut's Department of Administrative Services Human Resources website at: [HR FORMS](#). Please **mail** your completed State of Connecticut Application for Examination or Employment (CT-HR-12), cover letter and two (2) supervisory reference letters (State employees must submit their two (2) most recent Performance Appraisals in lieu of references and Attendance Records from July 2014 to present) **in duplicate** to:

To: Kelly Geary, Principal HR Specialist

**Department of Social Services
Human Resources Division
55 Farmington Ave. 5th floor
Hartford, CT 06105**

Note: The filling of this position will be in accordance with State reemployment/SEBAC, transfer, promotion, and merit employment rules.

PLEASE BE ADVISED THAT HAND-DELIVERED FAXED/E-MAILED APPLICATIONS WILL NOT BE ACCEPTED~

MUST BE RECEIVED ON OR BEFORE NOVEMBER 17, 2016 C.O.B.

~APPLICATIONS SENT VIA INTEROFFICE MAIL WILL NOT BE CONSIDERED~

LATE OR INCOMPLETE APPLICATIONS WILL NOT BE CONSIDERED

#EACH APPLICATION MUST BE SIGNED#

ALL APPLICATION MATERIALS MUST BE RECEIVED TOGETHER

Due to the large volume of applications received, we are unable to respond to phone inquiries, e-mails, etc. regarding the status of your application.

An Equal Opportunity / Affirmative Action Employer

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.